

FIG. 1

|           |
|-----------|
| subtask a |
| subtask b |
| .         |
| .         |
| .         |
| .         |
| subtask k |

Task TSK

| subtasks  | production rates |
|-----------|------------------|
| subtask a | $n_a$            |
| subtask b | $n_b$            |
| .         | .                |
| .         | .                |
| .         | .                |
| .         | .                |
| .         | .                |
| subtask k | $n_k$            |

FIG. 2a

FIG. 2b

|                            |           |
|----------------------------|-----------|
| Name                       | John Doe  |
| exempt status              | exempted. |
| handling capability        | Yes       |
| .                          | .         |
| .                          | .         |
| .                          | .         |
| .                          | .         |
| daily available hours      | 5.8       |
| daily administrative hours | 1.2       |

FIG. 2c

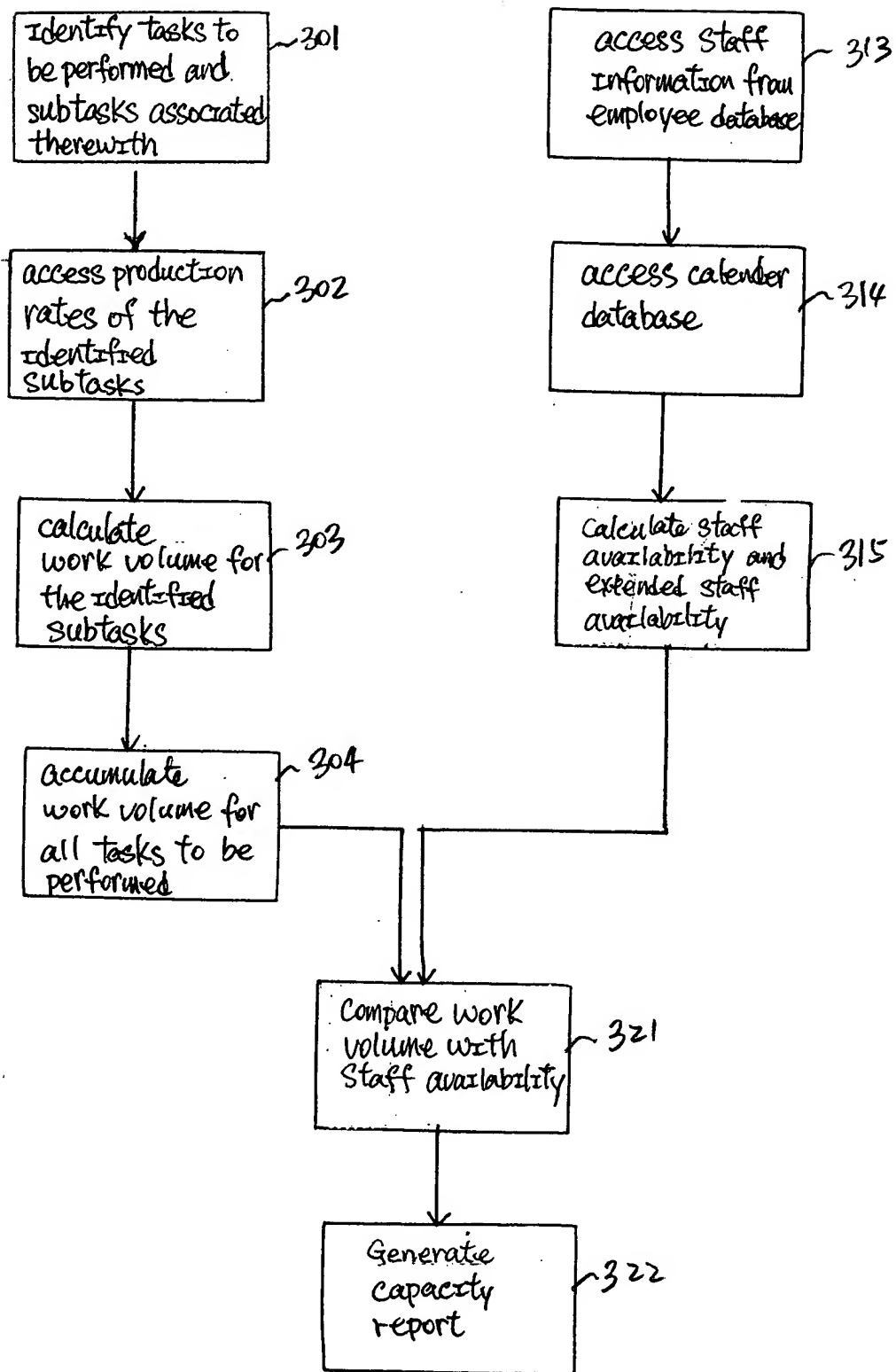


FIG. 3

FIG. 4A

7 Hours Per Day

## CAPACITY PLAN

|   | ACTUAL         | FORECASTED ESTIMATES |                |                |          |
|---|----------------|----------------------|----------------|----------------|----------|
|   |                | Sep-2003             | Oct-2003       | Nov-2003       | Dec-2003 |
| <b># of Business Days</b>               | 21             | 23                   | 19             | 22             |          |
| <b>Subtasks</b>                         |                |                      |                |                |          |
| Domestic Account Adds                   | 1,728          | 1,656                | 1,330          | 1,540          |          |
| Domestic Changes / Updates              | 15,456         | 18,914               | 14,345         | 16,610         |          |
| Doc Entries - Adop Agreements           | 28,134         | 30,283               | 34,200         | 40,700         |          |
| Doc Entries - W9                        | 1,444          | 1,617                | 1,482          | 1,738          |          |
| Doc Entries - Margin                    | 2,649          | 2,642                | 2,280          | 2,640          |          |
| Doc Entries - Option                    | 2,757          | 2,299                | 2,090          | 2,420          |          |
| <b>TOTAL VOLUME</b>                     | <b>52,168</b>  | <b>55,592</b>        | <b>55,727</b>  | <b>65,648</b>  |          |
| <b>Total Volume</b>                     | <b>52,168</b>  | <b>55,592</b>        | <b>55,727</b>  | <b>65,648</b>  |          |
| <b>Production Rates (per hour):</b>     |                |                      |                |                |          |
| Domestic Account Adds                   | 27.0           | 27.0                 | 27.0           | 27.0           |          |
| Domestic Changes / Updates              | 36.0           | 36.0                 | 36.0           | 36.0           |          |
| Doc Entries - Adop Agreements           | 40.0           | 40.0                 | 40.0           | 40.0           |          |
| Doc Entries - W9                        | 60.0           | 60.0                 | 60.0           | 60.0           |          |
| Doc Entries - Margin                    | 60.0           | 60.0                 | 60.0           | 60.0           |          |
| Doc Entries - Option                    | 60.0           | 60.0                 | 60.0           | 60.0           |          |
| <b>Required Hours:</b>                  |                |                      |                |                |          |
| Domestic Account Adds                   | 64.0           | 61.3                 | 49.3           | 57.0           |          |
| Domestic Changes / Updates              | 429.3          | 469.8                | 398.5          | 461.4          |          |
| Doc Entries - Adop Agreements           | 703.4          | 756.6                | 855.0          | 1,017.5        |          |
| Doc Entries - W9                        | 24.1           | 30.3                 | 24.7           | 29.0           |          |
| Doc Entries - Margin                    | 44.2           | 44.0                 | 38.0           | 44.0           |          |
| Doc Entries - Option                    | 46.0           | 38.3                 | 34.8           | 40.3           |          |
| <b>Processing Required Hours</b>        | <b>1,310.9</b> | <b>1,400.4</b>       | <b>1,400.3</b> | <b>1,649.2</b> |          |
| <b>Processing Related FTEs</b>          | <b>8.9</b>     | <b>8.7</b>           | <b>10.5</b>    | <b>10.7</b>    |          |
| <b>Required Support Function Hours:</b> |                |                      |                |                |          |
| SF 10 Report Retrieval                  | 73.5           | 80.5                 | 66.5           | 77.0           |          |
| SF 20 Mass Updates                      | 73.5           | 80.5                 | 66.5           | 77.0           |          |
| SF 30 Testing                           | 147.0          | 161.0                | 133.0          | 154.0          |          |
| SF 40 Document Retrieval                | 105.0          | 116.0                | 95.0           | 110.0          |          |

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FIG. 4b

## 7 Hours Per Day

## CAPACITY PLAN

|   | ACTUAL   | FORECASTED ESTIMATES |          |          |  |
|---|----------|----------------------|----------|----------|--|
|   | Sep-2003 | Oct-2003             | Nov-2003 | Dec-2003 |  |
| 405 # of Business Days                        | 21       | 23                   | 19       | 22       |  |
| Support Function Required Hours               | 399.0    | 437.0                | 361.0    | 418.0    |  |
| Support Function Related FTEs                 | 2.7      | 2.7                  | 2.7      | 2.7      |  |
| Total Hours Required                          | 1,710    | 1,837                | 1,761    | 2,067    |  |
| 406 Staff Outage (hours per month):           |          |                      |          |          |  |
| VS 10 Personal Vacation                       | 63       | 77                   | 56       | 105      |  |
| VS 20 Sick Days                               | 28       | 28                   | 35       | 49       |  |
| VS 30 Disability                              | 0        | 0                    | 0        | 0        |  |
| 407 Total Staff Outage Hours:                 | 91       | 105                  | 91       | 154      |  |
| Staff Outage Related FTEs:                    | 0.8      | 0.7                  | 0.7      | 1.0      |  |
| 408 Managerial Functions - (hours per month): |          |                      |          |          |  |
| MF 10 Formal Training                         | 21       | 23                   | 19       | 22       |  |
| MF 20 Internal Training                       | 11       | 12                   | 10       | 11       |  |
| MF 30 Staff Meeting/Coaching                  | 16       | 17                   | 14       | 17       |  |
| MF 40 Staff Support                           | 147      | 161                  | 133      | 154      |  |
| MF 50 Supervisory Work Time                   | 105      | 115                  | 95       | 110      |  |
| 409 Total Fixed Hours:                        | 289      | 328                  | 271      | 314      |  |
| Fixed Hours Related FTEs:                     | 2.0      | 2.0                  | 2.0      | 2.0      |  |

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FIG. 4C

7 H urs Per Day

CAPACITY PLAN

|                                | ACTUAL   | FORECASTED/ESTIMATES |          |          |  |
|--------------------------------|----------|----------------------|----------|----------|--|
|                                | Sep-2003 | Oct-2003             | Nov-2003 | Dec-2003 |  |
| 410 # of Business Days         | 21       | 23                   | 19       | 22       |  |
| 412 Total Other Hours Required | 390.2    | 432.9                | 361.8    | 467.5    |  |
| 414 Total Hours Required       | 2100.0   | 2270.3               | 2123.0   | 2534.7   |  |
| FORECASTED STAFF REQUIRED      | 14.3     | 14.1                 | 16.0     | 16.5     |  |

FTE ELASTICITY CALCULATIONS

|  |           |           |           |           |  |
|--|-----------|-----------|-----------|-----------|--|
| 470 Actual Paid Staff                    | 12.0      | 12.0      | 12.0      | 12.0      |  |
| Available Staff (-Disability, Vac, Sick) | 11.4      | 11.3      | 11.3      | 11.0      |  |
| 8 Hour Day Non-Exempt                    | 12.9      | 12.9      | 12.9      | 12.9      |  |
| 9 Hour Day Exempt                        | 13.8      | 13.8      | 13.8      | 13.7      |  |
| Enhanced Staff (+ Borrowed / - Lent)     | 13.8      | 13.8      | 13.8      | 13.7      |  |
| Actual Overtime                          | 14.2      | 13.8      | 13.8      | 13.7      |  |
| Overtime Forecast (2hrs/day Non-Exempt)  | 15.7      | 15.6      | 15.6      | 15.5      |  |
| Actual Weekend Hours                     | 14.2      | 13.8      | 13.8      | 13.7      |  |
| Weekend Forecasted Hours                 | 17.2      | 17.0      | 17.3      | 17.0      |  |
| 480 Difference of Req'd vs. Actual       | -2.3      | -2.1      | -4.0      | -4.5      |  |
| Variance (%)                             | -19.05%   | -17.51%   | -33.02%   | -37.16%   |  |
| Cost of Variance                         | -\$14,287 | -\$13,131 | -\$24,766 | -\$27,870 |  |
| 490 Labor \$ per unit:                   |           |           |           |           |  |
| Labor \$ per subtask                     | \$1.44    | \$1.35    | \$1.35    | \$1.14    |  |

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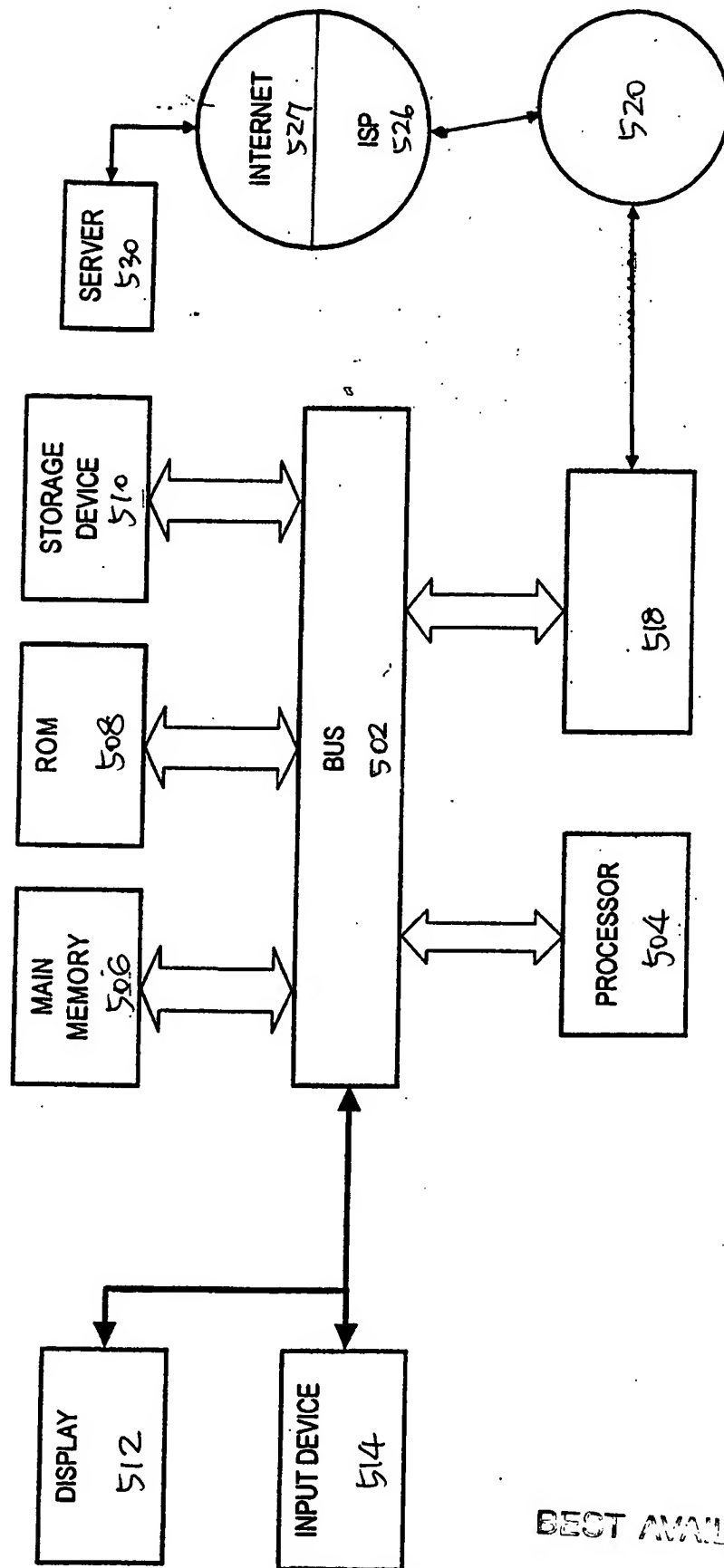


FIG. 5

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